

# Make Today Amazing!

OCT 2 2018

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

CL-11101630-2166

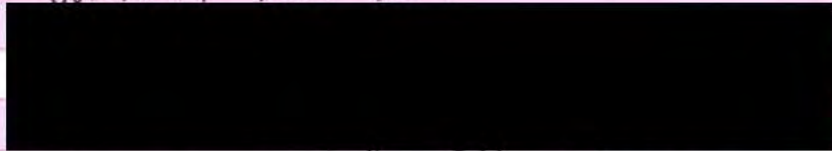
October 1, 2018

Dear Chief Reid,

Enclosed you will find the most recent  
Safety Recall letter I received in the mail.

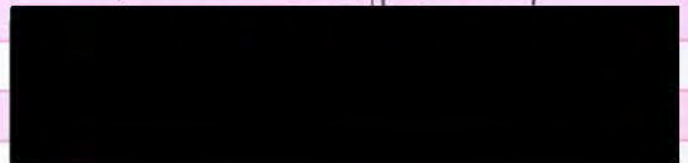
I sent a folder containing the incident  
of events that happened on November 14<sup>th</sup>  
2017, few months ago.

Please contact me at:



if there are any additional questions.

Kind Regards,



AM

10/16/18

AS

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**IMPORTANT SAFETY RECALL**

Audi of America, Inc.



September 2018

ALBANY, GA

This notice applies to your vehicle: WA1LFAPP1DA

NHTSA: 18V229

**Subject: Safety Recall 19N4 – Electric (After Run) Coolant Pump  
Certain 2012-2017 Model Year Audi Vehicles with a 2.0L TFSI Gasoline Engine**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2017 model year Audi vehicles with a 2.0L TFSI gasoline engine. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.  
3800 North Road  
Aurora, IL 60118  
- 1-800-253-2888  
www.audi.com

**What is the issue?** In certain vehicles with a 2.0L TFSI gasoline engine, the electric (after run) coolant pump may short circuit and/or overheat, potentially leading to a vehicle fire.

**Two (2) repair visits will be needed to fix your vehicle** Because new coolant pumps are not available yet, Audi will perform two vehicle repairs to address the issue, as follows:

**Repair #1: Safety Recall 19N4 - Disconnect Electric Coolant Pump**

- Your Audi dealer will disconnect power to the electric (after run) coolant pump for **FREE** to remove the safety defect and fire risk.
- The repair is available **NOW** and will take less than one (1) hour. Please contact your authorized Audi dealer now to schedule this recall work.
- For your convenience, you can visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this work.
- Until the recall work is done, you should park outdoors as a precaution in case of a vehicle fire due to the safety defect.

**Repair #2: Future Service Campaign to Install New Electric Coolant Pump**

- Under a Service Campaign, Audi will replace the disconnected coolant pump with a new one for **FREE**.
- New coolant pumps are expected in late December 2018.
- We will send you a letter when the new pumps are available. At that time, you will be able to schedule the new pump installation with your Audi dealer.

**IMPORTANT SAFETY RECALL**



**Audi**

- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection



Albany, GA



To: US Department of Transportation  
National Highway Traffic Safety  
Administration

ATTN: Chief Randy Reid  
Office of Defects Investigation  
NEF - 100

1200 New Jersey Avenue SE  
Washington, D.C. 20017-9382